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| INFORMATION DISCLOSURE<br>STATEMENT BY APPLICANT<br><br>(use as many sheets as necessary) |   |    |   | Complete if Known    |                 |
|---|---|----|---|----------------------|-----------------|
|   |   |    |   | Application No.      | 10/624,283      |
|   |   |    |   | Filing Date          | 07/22/2003      |
|   |   |    |   | First Named Inventor | Cindy Whitacre  |
|   |   |    |   | Art Unit             | 4127            |
|   |   |    |   | Examiner Name        | Patel, Krunal D |
| Sheet   | 1 | of | 1 | Attorney Docket No.  | 1160215.0505406 |

| U.S. PATENT DOCUMENTS |             |  |                                |  |   |
|-----------------------|-------------|--|--------------------------------|--|---|
| Examiner<br>initials  | Cite<br>No. | DOCUMENT NUMBER                          | Publication Date<br>MM-DD-YYYY | Name of Patentee or<br>Applicant of Cited Document | Pages, Columns, Lines, Where<br>Relevant Passages or Relevant<br>Figures Appear |
|                       |             | Number-Kind code <sup>2</sup> (if known) |                                |  |   |
|                       |             | US- None                                 |                                |  |   |

| FOREIGN PATENT DOCUMENTS |             |  |                                |  |  |                |
|--------------------------|-------------|--|--------------------------------|--|--|----------------|
| Examiner<br>initials     | Cite<br>No. | Foreign Patent Document  | Publication Date<br>MM-DD-YYYY | Name of Patentee or<br>Applicant of Cited Document | Pages, Columns, Lines,<br>Where Relevant<br>Passages or Relevant<br>Figures Appear | T <sup>6</sup> |
|                          |             | Country Code <sup>3</sup> -Number <sup>4</sup> -Kind code <sup>5</sup><br>(if known) |                                |  |  |                |
|                          |             | None   |                                |  |  |                |

| OTHER PRIOR ART – NON-PATENT LITERATURE DOCUMENTS |             |  |                |
|---|-------------|--|----------------|
| Examiner<br>initials                              | Cite<br>No. | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book,<br>magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or<br>country where published | T <sup>6</sup> |
|   |             |  |                |
|   |             | None   |                |

| CONVERGYS CROSS REFERENCES |             |  |
|----------------------------|-------------|--|
| Examiner<br>initials       | Cite<br>No. |  |
| /MAF/                      | 1           | U.S. Application Serial No. 11/846,590; Naik   |
| /MAF/                      | 2           | Application for U.S. Application Serial No. 11/846,590                                       |
| /MAF/                      | 3           | Information Disclosure Statement dated 11/05/2007 for U.S. Application Serial No. 11/846,590 |

EXAMINER SIGNATURE /Mark Fleischer/ DATE CONSIDERED 03/05/2008

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter office that issued the document, by the two-letter code (WIPO Standard ST. 3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.